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| **Job Title** | **Case Manager – Level 3** |
| Responsible to | Program Manager |
| Responsible for | Providing support and assistance to families through case management |
| Founding Purpose | “This is how we know what love is: Jesus Christ laid down His life for us. So, we also ought to lay down our lives for others.” (1 John 3:16)Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.  |
| Vision | *Pathways for life* Our vision is to see a fairer Australia by enabling people in need to find pathways to a better life. |
| Organisations’ Core Values: | Compassion Integrity Respect Perseverance Celebration |
| Organisation Mission | Walking alongside those in need, we help people discover:* Pathways to strong families and healthy, happy children
* Pathways through a successful youth
* Pathways away from homelessness
* Pathways for life and work ready skills
* Pathways to sustainable employment
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| Position Purpose | To support families through the support of case management. The program support is offered through holistic and strengths based work. |
| Key Challenges | Working with families who may be experiencing challenges which limit their capacity to parent and provide for their children. The program also supports families who may be dealing with vulnerabilities in their life which could include but not limited to homelessness, mental health, financial and lack of social supports.  |
| Key Results Area | * Client Support
* Program Support
* Administration
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1. **Organisation Chart (What are the key reporting relationships for the role?)**

 Program Manager

CSW3

1. Job Requirement (What are the key activities for the role?)

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| **Key Result Area 1** | **Client Support** |
| **Key Tasks** | **Job Holder is successful when:**  |
| * Provide case management to families with children. Working with families in a strength-based approach in order to reduce and prevent child abuse and neglect in participating families.
* Provide families with support structured for the program in various ways and could include, home visiting, parenting support and programs and supporting families to access quality child services.
* Provide problem management and offer support to clients working through personal crisis which may involve sexual, physical or emotional abuse, mental health issues, alcohol and other drug issues, domestic violence and other related situations.
* To assist and encourage the family to develop the necessary skills to make informed decisions and to achieve their goals.
 | * All referrals are responded to and clients are assessed for program.
* All families are voluntarily participating.
* Clients are offered all program services relevant to individual circumstances.
* An individual support plan has been developed and the case manager is supporting client in goals. Monitoring and review is also taking place.
* Clients are referred to appropriate services.
* Families are supported and referred to services to provide appropriate support.
* Families have or are developing skills to advocate for themselves.
* Families are engaging and working with their case manager.
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| **Key Result Area 2** | **Program Support**  |
| **Key Tasks** | **Job Holder is successful when:** |
| * Working with Mission Australia and Family and Community Services to ensure the program guidelines are adhered to. Keeping up to date with government legislation for accurate and relevant information to provide a high quality service.
* Work with relevant staff to ensure that all referrals and correspondence with FACS are in line with guidelines.
* Working in conjunction with MA and other relevant services in the promotion of the program.
* Participate in direct supervision with Team Leader and various case manager meetings to discuss the clients and the program.
* Fulfil mandatory reporting requirements as per FACS policies.
 | * Staff are aware processes in guidelines to ensure positive outcomes for families.
* Staff are working in line with relevant policies and procedures as per FACS contracts.
* Staff are liaising and networking with relevant agencies in the sharing of information and promotion of services within Mission Australia.
* Staff are attending team meetings, regular supervision, training and any other reasonable requests of attendance by their Manager.
* Liaising and communication with FaCS and other relevant services in line with policies surrounding Keeping Them Safe and Mandatory Reporting.
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| **Key Result Area 3** | **Administration** |
| **Key Tasks** | **Job Holder is successful when:** |
| • Attend regular staff meetings, both for program and for office.• Maintain and monitor all relevant documentation in accordance to MA policy.• Prepare and submit relevant daily/weekly/monthly reports, timesheets and required data in accordance to MA policy.• Work within MA Continuous Quality Improvement (CQI) and WHS guidelines.• Work within MACSIMS, which is the case management data system of Mission Australia.• Work in conjunction with administration team in regards to finances, invoicing and other financial obligations.• Undertake other duties as reasonably requested by the program manager. | * Staff are attending team meetings, regular supervision, training and any other reasonable requests of attendance by their program manager.
* Staff are aware of policies and procedures regarding documentation including but not limited to MACSIMS policy, privacy and confidentiality.
* Staff provide relevant reports and submit timesheets and leave forms in a timely manner and as per program manager requests.
* All staff contribute to the Mission Australia CQI on a monthly basis.
* Staff are trained and monitored in usage of MACSIMS with regular auditing.
* Staff adhere to relevant policies and procedures in regards to finances and adhere to localised practices.
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1. **Purpose and Values Requirements**

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| **Core Area Responsibility** | **Purpose and Values** |
| **Key Tasks** |
| • Actively support Mission Australia’s purpose and values;• Positively and constructively represent our organisation to external contacts at all opportunities;• Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times;• Operate in line with Mission Australia policies and practices (for example - financial, HR, etc);• Maintain a safe working environment for yourself and others in the workplace;• Ensure required health and safety actions are completed as required;• Participate in learning and development programs about workplace health and safety;• Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries;• Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards;• Actively support Mission Australia’s Reconciliation Action Plan;• Follow all reasonable requests and direction by Management. |

1. **Recruitment information**

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| **Competencies** |
| * Client Focus
* Values Alignment
* Organisational awareness
* Relationship Management - Client Focussed, Team Player
* Values Alignment
* Results Orientation
* Demonstrated ability to use Initiative
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| **Experience and Qualifications** |
| * Relevant tertiary qualifications in the Social Welfare field and/or relevant experience
* Demonstrated experience in delivering intensive and holistic case management to families
* Demonstrated expertise working from a trauma informed care approach
* Demonstrated experience in working as a case manager with vulnerable people
* Current NSW Working With Children Check
* Current driver’s license
* High level verbal and written communication
* Demonstrated ability to network and develop effective working relationships at all levels in the community
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1. **Approval**

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| Program Manager’s Name:  |  |
| Approval Date: |  |